CITY OF NEWARK
Delaware

REQUEST FOR PROPOSAL (RFP) NO. 15-01

PURCHASE OF SURFACE LOT PARKING ACCESS CONTROL SYSTEMS

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PURCHASE OF SURFACE LOT
PARKING ACCESS CONTROL SYSTEMS

NOTICE

The City of Newark will accept sealed proposals for the Purchase of Surface Lot Parking Access Control Systems. Proposals will be received in the Purchasing Office, Newark Municipal Building, 220 South Main Street, Newark, Delaware 19711 until 2:00 p.m., Tuesday, May 19, 2015.

Copies of this request may be obtained from the Bids/Proposal Opportunities section of the City of Newark website: www.cityofnewarkde.us.

I. INTRODUCTION

The City of Newark is seeking proposals from qualified vendors to evaluate the current parking access control systems and to provide a solution that supports the parking operations of Lots 1, 3, and 4. The goal of the new parking access control systems is to provide a seamless, efficient, customer-friendly and cost effective system for our residents and downtown business community.

All proposals should include a software application and appropriate hardware devices; onsite installation of all components; onsite training for all components; offer optional web-based training for all components; technical support and future software/upgrades; as well as appropriate deployment assistance to ensure the system is properly implemented.

II. SCOPE OF WORK

PROPOSED PARKING ACCESS CONTROL SYSLTEMS

Important to the City's review is the durability, reliability, ease of use, and quality of the systems being offered and reputation for customer service and technical support from the vendor. The Proposal shall include complete specifications and details for all software and hardware included. The program shall be in accordance with the minimum specifications proposed and to the highest standards of service. The City anticipates that the best proposal will consist of a program that adheres to the minimum specifications and features set forth in **Exhibit B** included as part of this Request for Proposal. To the extent that the program proposed does not have the features/specifications outlined in **Exhibit B**, the deviation **must** be noted and explained. Please submit your system specification details (functionality) as well. The attached Exhibit C is a sample of how your system specification details may be submitted.

For comparison purposes, please note on your pricing page which exhibits are covered in each line item of your pricing proposal.

Integration

For the purpose of this RFP, the City prefers the system to have future expansion and capability to integrate the following:

- Pay by Cell- Must provide all data in "real time" to the handhelds within 60 seconds of a transaction.
- LPR- Parking Management System must automatically upload all data to the LPR system in "real time". The LPR system then must update the LPR data located in the computer of the vehicle that has the LPR camera. This update must be done through a Wi-Fi connection from the City's secure wireless network when the network recognizes that the vehicle is in the range of the City's Wi-Fi network based in the Municipal Building.

Delivery

The City anticipates that the successful proposal will include a preferred delivery date within 60 days of contract execution. Please note the earliest date you would be able to start implementation.

III. GENERAL REQUEST FOR PROPOSAL INFORMATION

1. Questions - Any questions concerning the technical aspects of this RFP should be directed to Andrew Haines, Deputy City Manager, at ahaines@newark.de.us. Questions regarding the submission of RFPs or procedures of evaluation should be directed to Cenise Wright, Purchasing Administrator, at cwright@newark.de.us.

   Any requests for technical clarification or additional information regarding this RFP must be directed in writing via email, no later than Friday, May 11, 2015 to Andrew Haines at the email address above. Requests for site visits can be coordinated through Cenise Wright, Purchasing Administrator at cwright@newark.de.us.

2. Rejection of Proposals - The City reserves the right to reject any or all proposals if deemed to be in the best interest of the City to do so. The City shall have the full authority to award projects to the firm who best meets the specifications and conditions of this RFP.

3. Revisions to RFP/Addendum - In the event it becomes necessary to revise any part of the RFP, revisions will be provided to all firms that received the initial RFP in the form of an addendum. Firms are responsible to confirm receipt of all addenda prior to proposal submittal.

4. Assignment – The firm shall not assign any interest in the contract, and shall not transfer any interest in the same without the prior written consent of the City.

5. Acceptance of Proposal Content - The contents of the proposal of the successful firm will become a part of any agreement as a result of these specifications.

6. Termination of Contract - If through any cause, the firm selected shall fail to fulfill the obligations agreed to in a timely and efficient manner, the City shall have the right to terminate the contract by specifying the date of termination in a written notice to the firm at least thirty (30) days before the termination date. In this event, the firm shall be entitled to just and equitable compensation for the work satisfactorily completed.

7. Accounting Records – Individual work orders will be negotiated based on the submitted "Price Proposal".

8. Ownership of Material - Ownership of all data, material, and documentation originated and prepared for the City pursuant to this proposal or any subsequent agreement shall be transferred to the City upon completion of the work. This documentation shall include both hard copies and electronic documentation.

9. Approval – In the event that City Council is required to approve the award of this Request for Proposal, the selected firm may be required to attend the Council meeting to address any questions.

IV. QUALIFICATIONS

The written proposal shall, at a minimum, include the following information:

1. The firm name and contact person, together with the address, telephone number, facsimile number and email address of the office from which the services will be provided.

2. A brief history of the firm (limit three (3) pages), including organization structure, number of years in business, location(s) of management, and experiences.

3. A description of the services, with a strong preference relating to the governmental sector, which the proposer is capable of providing, together with an explanation of how these services might best assist the City. If feasible, please provide a brief description and credentials of the principal assigned staff member(s) that would fulfill the scope of services.

4. Descriptions and references for other groups that the proposer has provided services similar to those described herein in Section II SCOPE OF WORK.

5. Documentation listing of engagements over the past five (5) years.

6. A list of references the City may contact in order to assist in the evaluation of your past performance. Preference towards governmental agency references; provide at least three (3) references. For each reference listed, the information provided should consist of the following:
   (1) Name and position title.
   (2) Telephone number and/or email address of your contact person.

7. A statement to the effect that the selection of the proposer shall not result in a conflict of interest with any other party which may be affected by the work to be undertaken. Should any potential or existing conflict be known by a proposer, said proposer must specify the party with which the conflict exists or might arise, the nature of the conflict, and whether or not the proposer would step aside or resign from the engagement or representation creating the conflict.

8. Any additional information that you feel will be beneficial to the City in evaluating your qualifications to provide surface lot parking access control systems.

9. Vendors taking exception to any part or section of this RFP shall indicate in detail such exceptions and submit them on a separate page(s) of the proposal. System requirements and/or features that are excepted should also be listed on a separate page(s). A failure to indicate any exceptions shall be interpreted as the vendor's intent to fully comply with all RFP requirements as specified at the price proposed.

V. EVALUATION CRITERIA

Proposals will first be evaluated by a committee and ranked on the following criteria:

- Vendor Qualifications and Reputation for Reliability and Security
  Point Range 0 – 25

- Program Quality- Soundness of the proposed technical approach and understanding of project challenges
  Point Range 0 – 25

- Delivery Schedule
  Point Range 0 – 25

- Commitment to Training
  Point Range 0 – 15

- Warranties
  Point Range 0 – 10

Maximum Points: 100

Thereafter, the price proposals will be opened and compared. The City may request interviews and/or solicit additional information from vendors submitting proposals including financial information. Any requested information must be produced within 3 days of request. The interviewees should be prepared to discuss security issues and backup procedures. The City may elect to solicit opinions from third parties regarding the vendor and the program proposed. The City may request the opportunity to review/operate a program similar to the one proposed.

The RFP sets forth the minimum criteria that the City will consider. Additional suggestions and offerings may be made and will be given consideration and evaluation by the City. Any such additional suggestions and offerings shall be listed in the Addendum section of the Proposal. The cost for all optional equipment and/or services proposed shall be detailed as an addendum to the proposal response.

The City reserves the right to:

- Make all decisions regarding this procurement, including the right to decide whether a proposal does or does not comply with the requirements set forth in this RFP, as deemed in the best interest of the City.
- Accept, reject, or negotiate modifications in any terms of the vendors' proposals or and part thereof, and
- Reject any and all proposals received
- Award a contract to a vendor with a higher cost if the vendor's proposal ranks higher based on the evaluation criteria stated above.

It must be understood that this RFP does not create any obligation on the part of the City to enter into any contract or undertake any financial obligation with respect to the proposal referred to herein.

The City will attempt to reach a contract with the first-ranked vendor. If negotiations with the first-

ranked vendor fail, the City will proceed to negotiate with the next highest ranked vendor.

Proposal Accuracy

Each vendor is solely responsible for the accuracy and completeness of their proposal. Errors or omissions may be grounds for rejection or interpreted in favor of the City.

VI. REQUIREMENTS

1. **Insurance** - The vendor shall not commence any work in connection with the contract until the vendor has obtained all of the following types of insurance, nor shall the vendor allow any subcontractor to commence work on a subcontract until all similar insurance required of the subcontractor has been so obtained.

   Prior to the actual contract award vendor must supply certificates of insurance and certified copies of all policies and endorsements to the Project Coordinator evidencing the required insurance coverage is in effect prior to the commencement of performance of service hereunder, and shall maintain such insurance from the time vendor commences performance of services hereunder until the completion of such service. The City shall be exempt from, and in no way liable for, any sums of money which may represent a deductible in any insurance policy. The payment of such deductible shall be the sole responsibility of the vendor or subcontractor providing such insurance.

   The vendor agrees to indemnify, defend and hold harmless the City and its authorized agents, officers, volunteers and employees against any and all claims whatsoever arising from this agreement and any cost or expenses incurred by the City or vendor on account of any claim therefore. In order to accomplish the indemnification herein provided for, but without limiting vendor's liability, the vendor shall secure and maintain throughout the term of the contract the following types of insurance with at least the limits shown.

   Worker's Compensation- A program of worker's compensation insurance or a state approved insurance program in the amount and form to meet all applicable requirements of the Labor Code of the State of Delaware, including employer's liability covering all persons providing services on behalf of the vendor and all risks to such persons under the agreement.

   Automotive Liability Insurance- Coverage must include automobile liability coverage for owned, hired, and non-owned vehicles. The policy shall have combined single limits for bodily injury and property damage of not less than one million dollars ($1,000,000).

   Commercial General Liability- The policy shall include contractual, completed operation coverage with a minimum of one million dollars ($1,000,000) per occurrence.

2. **Audited Financial Statement** - The solvency of vendor is a concern of the City. If requested, vendor must submit an audited financial statement from a nationally recognized accounting firm from the most recent fiscal year. The City is prepared to maintain the confidentiality of the financial statement to the extent permitted by law if requested by the vendor and the statement is clearly marked confidential. Financial statements designated confidential will be

returned at the completion of the selection process. Failure to submit such a statement may result in rejection of a proposal.

3. **Litigation/Arbitration List** - Please list on a separate page all litigation or arbitration commenced by or against your company within the last 7 years regarding any parking violations management programs (claims of defectiveness, breach of any warranty, breach of contract). Identify the parties, the date commenced, a brief description of the claim, and the Court or forum in which the claim was adjudicated and resolution/status. Provide proof of existing levels of product liability insurance.

4. Further, the firm recognizes that the City of Newark is not in the business of preparing specifications, and any omissions in this Request for Proposal must be strictly addressed by the firm with the submittal of its proposal.

5. The firm shall comply with all current federal and state nondiscrimination and equal opportunity status and policies and agrees to not hold the City of Newark liable for any inadvertent action by the firm which conflicts with such statutes and/or policies.

6. Any proposal may be withdrawn until the date and time stated above for the opening of the proposals. Any proposals not so withdrawn shall constitute an irrevocable offer to sell to the City the services indicated for a period of ninety (90) days, or until one or more of the proposals have been accepted by the City, whichever occurs earlier.

Major applications supporting **City of Newark**-wide and Departmental systems that may need to interface to the new Parking System are the following:

Application	Name	Vendor	Server and Operating System	Comments
Financial System	Munis	Tyler Technologies	Windows Server 2008 R2 / SQL 2008 R2	Web-based Client / SQL backend
Internet Access	University of DE Fiber (Juniper)	Windstream	n/a	90/90 Internet
Internet Access	Comcast Business	Comcast	n/a	150/25 Internet/WAN Internet
Web Site	CMS	CivicPlus	Hosted	Hosted Web Server
Email	Exchange Online (Office 365)	Microsoft	Windows Server 2012R2	Hosted Service

Office Applications	Office 2013	Microsoft	Windows 7/8.1/10	Word, Excel, PowerPoint, Access
Document Management	Laserfiche Avante	Laserfiche	Windows Server 2008R2	
GIS	ArcGIS	ESRI	Windows Server 2012R2	Some parts may be outsourced to County GIS

Price Proposal Form

Price proposals should be submitted in a separate sealed envelope labeled "Price Proposal." The Price Proposal envelope should be submitted along with the proposer's technical proposal. The Total Price should include all costs associated with the replacement of parking equipment currently in place in Lots #1, 3, & 4. The attached Exhibit A is the equipment inventory. The price proposal form should be filled out exactly as specified.

Total Cost of Hardware, Software & Installation for
All Three (3) Parking Lots $_____

Years 2 – 5 Related Software Subscription,
Maintenance, Labor & Warranty Costs

Year 2 Total: $_____

Year 3 Total: $_____

Year 4 Total: $_____

Year 5 Total: $_____

Total Years 2-5 Costs: $_____

5 Year Utility Model/Lease Purchase Costs

Yearly Utility Model/Lease Purchase Costs should include software subscription, maintenance, labor & warranty costs.

Year 1 Total: $_____

Year 2 Total: $_____

Year 3 Total: $_____

Year 4 Total: $_____

Year 5 Total: $_____

VII. SUBMISSIONS

1. All proposals shall be submitted through certified mail or hand delivery by 2:00pm on Tuesday, May 19, 2015 to the following address:

City of Newark
Purchasing Division
220 South Main Street
Newark, DE 19711

2. In one sealed envelope, five (5) copies of the Proposal marked "RFP No. 15-01, Purchase of Surface Lot Parking Access Control Systems.

3. In another separate and sealed envelope, three (3) copies of the Price Proposal marked "Price Proposal for RFP No. 15-01, Purchase of Surface Lot Parking Access Control Systems. This envelope will not be opened until firms have been ranked.

Newark Parking Division FAPD Equipment Inventory

Total Equipment

(11) G90 Barrier Gates

(2) MG-1000 SST Ticket Spitters (entrance)

(2) ML-3000 Exit Verifiers

(2) Model SST-1000 Auto Pay Stations for on-foot payment

(4) FAPD Auditor Power Pads (outside of labeled equipment)

(5) TD-249 Ticket Spitters (entrance)

(3) Metal Barrier Gates (compare to G90 barrier)

Equipment by Lot

Lot 1 (Digital Display Pay-on-foot)

(6) G90 Barrier Gates

(2) MG-1000 SST Ticket Spitters (entrance)

(2) ML-3000 Exit Verifiers

(2) Model SST-1000 Auto Pay Stations for on-foot payment

(1) FAPD Auditor Power Pad (in office) for office transactions

Lot 3 (Cashiered Exit)

(5) G90 Barrier Gates

(3) TD-249 Ticket Spitters (entrance)

(2) FAPD Auditor Power Pad (in booths)

Lot 4 (Cashiered Exit)

(3) Metal Barrier Gates (compare to G90 Barrier)

(2) TD-249 Ticket Spitters (entrance)

(1) FAPD Auditor Power Pad (in booth)

EXHIBIT B

System Specification Details						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
Section - Specification Access and Revenue Control Equipment						
Vendor shall include access and revenue control equipment, and all items and software necessary to interface to the host system.						
Host hardware and software, in this case, shall refer to the proposed parking management system with which the access and revenue control equipment will interface. Vendor shall provide a recommendation for appropriate configuration. Additionally, vendor shall supply any necessary peripheral equipment to interface to the host system or access and revenue control equipment such as printers, magnetic stripe readers, and bar code readers.						
The access and revenue control equipment shall utilize software that seamlessly integrates with host parking management system on the network.						
The system shall allow for the addition of access and revenue control equipment, users, locations, and modules at a later time.						
The vendor shall deliver, install, and integrate the necessary access and revenue control hardware and software components with the proposed parking management system to achieve a fully functional, automated PARC system. The vendor shall also offer system support for the access and revenue control hardware and software under a single comprehensive maintenance and support program. During the term of the maintenance and support program, the vendor shall provide scheduled new releases of the access and revenue control software.						
Access and revenue control hardware shall be securable such that unauthorized users cannot gain access to the system.						
Software on the access and revenue control equipment shall include the following:						
Configuration and updates – The software shall be completely configurable so that system administrators can configure and update the software to maintain compatibility with the parking management system.						
Password/Security – The software shall require a valid logon ID and possess two levels of security. One is to be used for system administration/configuration and the other for operations personnel.						

System Specification Details						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
Network options – The software shall support device communication via TCP/IP networks.						
Time stamping – All transactions shall be time stamped by the system's internal clock. This feature shall not be modifiable by field staff.						
Section - Specification Pay-on-Foot						
The pay-on-foot device shall be capable of both online (in communication with the parking management system) and offline operations.						
The pay-on-foot device shall have the ability to accept coins, bills, and credit cards.						
The pay-on-foot device shall be equipped with escrow functionality.						
The pay-on-foot device shall be able to read and validate magnetic stripe tickets.						
The pay-on-foot device housing shall be durable, corrosion resistant, and secure. It shall have an internal heater.						
Access to money in the pay-on-foot device shall be controlled by magnetic stripe access control cards and keys. Separate keys shall be required to open the cashier station and the vault itself.						
The pay-on-foot device shall meet the following specifications:						
Power consumption: 90 - 240 V AC / 650 W with heater.						
Operating temperature range: -4° to 122° F (-20° to 50°C) no condensation.						
Communications options: LAN 10/100 TCP/IP						
The pay-on-foot device shall be equipped with:						
Magnetic stripe ticket reader with lighted ticket throat						
Four (4) coin hoppers with NRI G40 coin validator, including a coin recycling feature.						
Back-lit coin insertion slot and coin return.						
Color TFT user interface display no smaller than 9" (diagonal size).						
Thermal receipt printer.						
Self-locking coin vault.						
5-point door locking mechanism with alarm.						
The pay-on-foot device shall support:						
Cash Code bill-to-bill acceptor, validator, and dispenser.						
Lost ticket functionality.						
Multiple languages.						
Receipt print format shall be customizable to include all necessary transaction data, including time, date, and site number.						

System Specification Details						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
The pay-on-foot device shall support the printing of activity reports.						
Section - Specification Ticket Dispenser						
The ticket dispenser shall communicate with the parking management system in real time. Information passed shall include:						
Low ticket stock.						
Stolen ticket.						
Access system entry.						
Gate status.						
The ticket dispenser hardware shall be suitable for use in single and multiple lane parking facilities.						
The ticket dispenser hardware shall support a variety of loop configurations and directional logic.						
The ticket dispenser shall include ticket encoding capability.						
The ticket dispenser shall be able to encode tickets with all necessary transaction data, including time, date, ticket sequence number, entry lane number, and site number.						
The ticket dispenser shall include ticket printing capability.						
The ticket dispenser shall take standard sized (3 13/32" X 2 1/8" with 1/2" magnetic stripe, 0.15 - 0.30 mm thick) ticket stock.						
The ticket dispenser shall be able to retract tickets, dropping them into a secure holding bin, as necessary (for example if a parker backs out of the lane without taking a dispensed ticket).						
The ticket dispenser shall be easy to maintain and service.						
Ticket capacity shall be no less than 5000 tickets/stack.						
The ticket head shall be stainless steel.						
Time to read, verify, and vend the gate shall not exceed 2 seconds.						
The ticket dispenser hardware shall support:						
Thermostatically controlled interior.						
Programmable color TFT display not less than 4.3" diagonal size.						
Single or bilingual display.						
Auto-switching daytime/nighttime display modes.						
12 and 24-hour time formats.						
External card access system signal pulse.						
Black or one-color printer.						
Operating temperature range of -4° to 104° F (-20° to 40°C).						

System Specification Details						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
Section - Specification Exit Ticket Verifier						
The exit ticket verifier shall have the ability to communicate with the parking management system in real time. Information passed shall include:						
Access system exit.						
Gate status.						
The ticket dispenser shall be able to process credit card exit transactions.						
The exit ticket verifier shall be suitable for use in single and multiple lane parking facilities.						
The exit ticket verifier shall support a variety of loop configurations and directional logic.						
The exit ticket verifier shall include ticket verifying capability.						
The exit ticket verifier shall be able to verify all necessary transaction data, including time, date, ticket sequence number, rate number, entry lane number, and site number.						
The exit ticket verifier shall include receipt printing capability.						
Receipt print format shall be customizable to include all necessary transaction data, including time, date, receipt sequence number, rate number, exit lane number, and site number.						
The exit ticket verifier shall take standard sized receipt stock.						
The exit ticket verifier shall be able to retract tickets, dropping them into a secure holding bin, as necessary.						
The receipt printer shall be easy to maintain and service.						
The receipt printer head shall be stainless steel.						
Time to read, verify, and vend the gate shall not exceed 2 seconds.						
The exit ticket verifier shall support:						
Thermostatically controlled interior.						
Programmable color TFT display not less than 4.3" diagonal size.						
Single or bilingual display.						
Auto-switching daytime/nighttime display modes.						
12 and 24-hour time formats.						
Black or one-color printer.						
Operating temperature range of -4° to 104° F (-20° to 40° C).						
Section - Specification V4 Lane Controller						
The lane controller shall be mountable by means of 4–40 hex standoffs (or metric equivalent).						

System Specification Details						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
The lane controller shall be equipped with 8 digital inputs that meet the following specifications:						
The lane controller shall be equipped with 8 relay outputs that meet the following specifications:						
Dry contact relay output: 8						
Open collector output: 0						
Voltage range: 5 - 24 V DC						
Current range: 5 mA - 1 A						
The lane controller shall be equipped with the following ports:						
Up to 12 RS232 COM ports (with additional UART cards).						
1 USB-B and 2 USB-A ports.						
1 SD card slot.						
1 LAN port.						
1 9-pin port.						
The lane controller shall meet the following specifications:						
Operating temperature for devices with heater (@ relative humidity of up to 85% non-condensing): -20° C to +60° C						
Operating temperature for devices without heater (@ relative humidity of up to 85% non-condensing): 0° C to +60° C						
The lane controller dimensions shall meet the following specifications:						
Depth: 1.18" (29.8 mm) with UART attached						
Height: 4.25" (108 mm)						
Length: 8.00" (203 mm)						
The maximum distance between the lane controller and the credential reader shall meet the following specifications:						
200' with #22 AWG 5- or 6-wire cable.						
500' with #18AWG 5- or 6-wire cable (provided voltage does not drop below 5 V DC).						
The maximum distance between the hardware lane controller and the software lane controller shall meet the following specifications:						
50' with #22 AWG 5- or 6-wire cable.						
125' with #18 AWG 5- or 6-wire cable (provided voltage remains within the range of 22 - 27 V DC).						

EXHIBIT C

System Specification Details (Functionality)						
	Specification met?		Will vendor modify?			Vendor comments or additional descriptions
Specification Description	Yes	No	Yes without additional fees	Yes with additional Fees	No	
Section - General Requirements						
The parking management system shall be software-based and easily configured, with options and settings that are customizable for a breadth of parking operations.						
The parking management software system shall:						
Utilize thin-client technology (Web browser).						
Support the two most recently released generally available versions of Internet Explorer®						
Employ a fully relational database that allows data to be manipulated, linked, and queried.						
Schedule tasks to run automatically.						
Access all information from any screen.						
Be ADA compliant for color-blind disability.						
Allow users to perform activities with context-sensitive menus.						
Allow appropriate users to disable fields, define fields as required, change field titles, and associate default values.						
Allow appropriate users to reorganize the data on the screen to better support the different accessibility needs of each user.						
System components shall be expandable, meaning there is no limit to the number of workstations, devices, components, or subsystems on the network.						
System shall be secure and use non-proprietary standards for network management and data encryption.						
System shall provide convenient access to all database information. All data shall be stored in a single data warehouse.						
The user interface shall be intuitive and consistent across and within applications.						
System shall consist of a suite of networked, interoperable components that use standard protocols.						
The parking management system shall be able to manage access and revenue control data in the same system as permit and enforcement data.						
Section - Credit Card Processing						
The parking management system shall include a credit card processing solution that has been assessed and found to be compliant with the Payment Application Data Security Standard (PA-DSS).						

The credit card solution shall be listed as a validated payment application on the PCI Security Standards Council website.						
The credit card solution shall include secure credit card processing functionality for:						
In-office integrated shopping cart.						
Unattended in-lane exit and entry stations.						
Attended ARC entry, exit, and central cashier stations.						
Pay-on-foot stations, both in-lane and central.						
E-commerce.						
The credit card solution shall include secure credit card processing functionality in both 'live' and 'offline' modes.						
The credit card solution shall support "card on file" functionality for those internet payment gateways that allow it.						
The credit card solution shall be compatible with commonly used internet payment gateways.						
The credit card solution shall offer a custom processor option, enabling integration with 'in-house' payment cards.						
Section - User Access Control and Security						
The software shall allow for a wide range of user access control and security that can vary by module and security level from read-only access to complete insert/edit/delete capability anywhere in the software system.						
The system shall allow the creation of a profile for each individual user. This profile shall specifically detail the access rights and security privileges as defined by the system administrator.						
The system shall allow the creation of profiles for individual roles. These profiles shall specifically detail access rights and security privileges for the role as defined by the system administrator.						
Administrative users shall be able to assign users to roles thus granting users the set of rights and privileges in the system that are configured for that role.						
The system shall provide an audit trail of modifications made to each role.						
Modifications to roles shall apply immediately to all users associated with the role.						
The system shall provide an audit trail of modifications and/or transactions executed by a particular user.						
Administrative users shall be able to revoke a user's access.						
Administrative users shall be able to clone user profiles and apply to other users.						
Administrative users shall be able to print a user's history or all users' histories.						
Administrative users shall be able to require user passwords to contain a minimum number of characters, require special characters, require numbers and letters, and require mixed capitalization. Administrative users shall also be able to require a password to be unique from previous password.						

The software shall support foreign authentication, including LDAP and Microsoft Active Directory. Vendor shall provide a list of the LDAP programs supported by the software.						
The software shall support integration with custom authentication schemes through use of an external authorizing function such as a DLL.						
The system shall support a secure portal for access by support personnel that does not require set up of additional user accounts.						
Section - Task Scheduler						
Ability to automatically execute tasks in an unattended fashion.						
Ability to create and integrate custom tasks.						
Support execution of pre-defined tasks including:						
Exporting data for another system.						
Importing data from another system.						
Updating records in batch.						
Generating letters and notices in printed form or e-mail.						
Closing aged parking transactions.						
Sending commands to a group of or all lanes.						
Renewing permits/credentials.						
Resetting permit statuses.						
Resetting the passback status for a batch of credentials.						
System tasks enabling the use of permits at gates when in offline mode.						
System task to purge outdated database content.						
Section - Report Generation						
The software shall be capable of producing predefined reports of relevant parking operations activities with a variety of sorting options.						
The system shall support the scheduling of reports to automatically run at a desired time or on a desired schedule. Users shall be able to designate e-mail recipients for these reports. Only users with appropriate privileges shall be able to schedule reports or view scheduled reports. The details of scheduled reports, including e-mail recipient, shall be editable after scheduling.						
The system shall include a repository of reports that have run, enabling users to sort the reports, view the report details, and e-mail individual reports to additional recipients.						
The system shall be capable of generating reports from dashboard 'widgets.'						
The system shall utilize Crystal Reports for processing standard and ad-hoc reports. The license to Crystal Reports shall permit both running standard reports and creating custom reports.						
The system shall integrate with Crystal Reports so that report execution is seamless and so that users do not see Crystal Reports execute, even when entering parameters for the report.						

The system shall support the import of Crystal Reports template files (.rpt files). The system shall be able to execute these reports after they have been imported.						
Crystal Reports shall provide the ability to create and export ASCII files.						
The system shall allow grouping of reports by category so as to simplify choosing a report from a list.						
Reports shall allow users to select report criteria such as date range, transaction type, incidents, etc.						
The system shall be able to produce the following reports at a minimum:						
A detailed report of all activity for a given cash drawer on a given day by transaction type (bus tickets, parking citations, permits, etc.). The report shall show activity for each revenue-producing transaction category.						
A report providing aging status for unpaid invoices. The report shall be able to be broken down by past due statuses such as current, 30 days, 60 days, 90 days, and 180 days.						
Detailed Transaction Report – reports all complete and incomplete transactions processed by cashier, shift, and cashier station.						
Exception Transaction Report – provides exception transactions in chronological order or by transaction type. The user shall be able to query transactions by date/time and cashier.						
Detailed Credit Card Report – displays credit card revenue generated by card type, cashier station, cashier, and date/time period. The report shall include the total sum and chronological listing of each credit card transaction by card type. Credit card number shall be masked to display only the last four digits.						
Credit Card Summary Report – summarizes credit card transaction total for each day by credit card type for the time period selected (usually by month).						
Credit Card Reversal/Refund Report – summarizes credit card reversals and refunds, and includes information to identify GL accounts, clerk, receipts, and override information.						
A listing of expiring credit card profiles for recurring credit card payments.						
Revenue Summary Reports – summarize revenue activity for a selectable time period by parking facility and for all parking facilities combined.						
Validation Detail Report – provides a chronological listing by exit time of each validation transaction (including reservation validations not linked to an event) for each validation account for a selectable time period. Provides a sum total for each validation code.						

Validation Summary Report – provides the sum of the validation transactions for a selectable time period for each validation account with a grand total for the report.						
ISF Detail Report – provides a list of ISFs processed for the time period selected and show remaining outstanding balance.						
Rate Increment Report – provides a ticket revenue report based upon the value of all transactions processed, subtotaled by rate structure.						
Lane Activity Report – provides a detailed count of entry and exits by date. Users shall be able to define the date range.						
Hourly Transient Exit Report – reports the number of transient exits processed each hour of the day for a selected time period.						
Duration Report – reports the length of stay for vehicles during a specified time period. Duration increments shall be able to be computed in increments of 15, 30, 45, and 60 minute intervals. The duration shall be based on the time of entry and exit.						
Accounts receivable and write-off reports that indicate, by user-defined receivable type, the following: total dollars collected, total citations outstanding (unpaid or partially paid), and total citations disposed by disposition type over a user-defined period (e.g. monthly, annually, etc.), and insufficient funds.						
Cashier Shift Reports – summarize a cashier's activity, by shift. These reports shall provide a revenue report total number of transactions and dollar amounts for each payment type and transaction type.						
Split Payment Report – reports the number and type of split payments by cashier.						
Third Party Invoice Reports - provide third-party receipt and invoice information whenever third parties are involved.						
Section - Query Management						
The software system shall include a query manager that can be used for ad hoc query building, data export, and posting (batch update).						
The query manager shall include the following:						
Query Viewer that includes the name of the query, description, if the query is personal or shared, and if the query is associated to a task.						
Query Builder that allows users to create a new query. A multi-step wizard shall guide the user through the query creation process.						
Ability to include record sums and counts.						
Ability to maintain queries. Maintenance includes the ability to view, edit, export, import, clone, and delete queries from the query viewer.						
Ability to use a query to edit data in batch form.						
The system shall support saving query results to external locations (e.g. to the desktop of the person running the query).						

Section - Data Import/Export						
Vendor/system shall offer the ability to develop custom interfaces to other systems.						
The software shall be capable of creating file formats (e.g. ASCII files, CSV, tab delimited) that readily facilitate and accommodate data import/export between all aspects of the parking management system and external agencies or departments.						
The software shall include external interface mechanisms to:						
Enable the system to act as the POS for any external system, maintaining records of the sale, issuing receipts, and recording payments.						
Enable the system to use external eligibility rules for permit sales.						
Section - Implementation, Training, and Support						
Have dedicated consulting staff who consult with the purchaser on operational practices and the best way to utilize the system to achieve organizational objectives, as well as manage system set-up and implementation.						
Offer a structured, documented implementation process.						
Utilize an integrated implementation approach incorporating on-line tools, on-site consultation and training, technical services via the Web, and teleconferences.						
Provide an appropriate amount of on-site training for employees during initial implementation of the system.						
Offer on-site follow-up training and operational/system consulting 10 - 12 weeks after software installation.						
Offer on-site private training.						
Offer on-line live public training courses, based on a pre-set schedule.						
Offer on-line live private training courses, based on standard training subjects but focusing on the usage patterns and business practices of the specific customer site.						
Offer in-class, public, hands-on training in vendor's corporate office.						
Offer a library of recorded training on standard topics.						
Offer training packages (combination of live and/or recorded) by subscription.						
Offer in-class, regional, public training that can be conducted in conjunction with a local parking show or other event hosted by the customer.						
Have the capability to create written procedures for the purchasers' operation, including daily/weekly/monthly processes, special letters, and queries.						
The vendor shall offer a username and password-protected customer Web portal that provides dynamic, site-specific information about products and services used by the customer. The Web portal shall offer access to:						
Secure self-service options for software downloads.						
Services tracking and reports.						
Forums.						
Online knowledge base.						

Manuals and guides.						
Recorded training.						
Crystal Reports library of commonly used reports.						
Library of commonly used system dashboard 'widgets'.						
The vendor shall provide online help (electronic performance support) that is accessed from the parking management system software.						
Section - Data Warehouse						
The system shall provide a data warehouse implementation to store data from external systems when that data is relevant to parking operation logic.						
The data warehouse shall enforce business rules to limit or format data.						
The data warehouse shall support an unlimited number of user-defined fields.						
The data warehouse shall accept updates to data using both batch and real-time integration tools (file importer, Web services, etc.).						
The data warehouse shall provide dashboard style display of data including but not limited to Appeals Activity, ARC Revenue, Permits Sold, and Citations Issued.						
The data warehouse shall support user-created ad hoc dashboard display of data.						
Section - Parking Permit and Credential Capabilities						
The system shall provide the capability to set up, issue, track and manage permits. Permits are designed to grant permission, authorization, or certain privileges. A permit may be a card, sticker, RFID card, Prox card, hangtag, etc. A permit may be issued to a person (or persons), to one or more contracts, or to a property.						
The system shall support the configuration of refillable "value permits." Value permits allow limited access to a facility (or facilities). The limit can be by the number of uses, number of days, or a dollar value. Value permits shall decrement in value as they are used.						
The system shall support the configuration of "day passes," credentials that are good for unlimited access over a 24 hour period.						
Day passes shall be compatible with:						
Keypad entry systems.						
Omni-directional barcode scanners.						
The system shall support the configuration of "loyalty cards." Loyalty cards allow frequent parkers to obtain free or discounted parking for a predetermined amount of time, transaction volume, or dollar amount.						
Loyalty card functionality shall include:						
Ability to configure accrual ratios for loyalty points based on parking time, parking value, or number of parking transactions.						
Ability to configure multiple benefit levels.						
Ability to configure sign-up rewards.						
Ability to issue awards letters automatically.						
Ability to configure loyalty cards to redeem points automatically.						

Ability to sign up for loyalty program online, in the parking office, or at the cashier station.						
Ability to redeem loyalty points on entry or on exit, depending on the facility configuration.						
Ability to redeem loyalty points at pay-on-foot or pay-in-lane stations.						
Card on file functionality shall be available for loyalty program, both for in-office and online use.						
The system shall have the ability to produce and accept encoded parking credentials.						
The software shall allow users to manage the relationships between a customer, a vehicle (or property), and the permit after a relationship has been created, including deleting the relationship when appropriate.						
The system shall allow users to configure specific permit ranges to be eligible for parking in specific parking facilities for specific days of the week and times of the day.						
The software shall allow users to create and modify permit ranges, including the following characteristics, from the system user interface and from import of configuration details:						
Physical permit type (e.g. hangtag, sticker, RFID, etc.).						
Printable vs. pre-printed.						
Identify which groups of customers are eligible to purchase and what their fees will be (based on customer group).						
Specify which general ledger account number is to be used for each customer group's permit purchases.						
Configure the effect of the permit purchase on any permit number limits established per customer group.						
Identify in which parking facilities the permits will be eligible to park.						
Configure per-day use limits for value permits.						
Configure a minimum value that a parker must have on a value permit in order to use it to enter a facility.						
Configure value permits so that a third party can be billed each time a value permit is used (rather than all at once when it is sold).						
Set up fee schedules, refund schedules, and renewal fees.						
Restrict the number of permits a customer can purchase.						
Ability to prorate permit sales/returns and automatically calculate value based on user-defined rules (e.g. weekly, monthly, daily, etc.).						
Provide a brief color-coded summary and direct access to all information and invoices, including event value, associated with a permit on a single screen. This summary screen shall make use of color schemes and readily identifiable icons. It shall also provide context-sensitive menus.						
This module shall allow a user to view all activity associated with a permit from a single screen, including:						
Customers and end date of customer/permit relationship						

Vehicles						
Valid locations for parking						
Associated properties						
Bulk permit relationships						
Related financial transactions						
Associated payment plans or payroll deductions						
Overrides of passback rules						
Overrides of valid facilities						
Notes						
Parking transaction activity						
Direct access to allotment information related to the permit.						
Direct access to financial information related to the permit. This includes payments, adjustments, additional fees, refunds, etc.						
Detailed audit trail for activity related to the permit record						
The application shall display all locations where an individual permit is valid for parking.						
This software module shall provide for the complete control of the parking permit issuance process, including:						
Ability to create three (3) types of permits: inventoried, non-inventoried, and non-tracked permits.						
Cashiers selling a permit shall be able to view which permit ranges the customer in question is eligible to purchase.						
Ability to inventory and track uniquely numbered permits as they are being issued.						
Ability to return and resell a permit.						
Ability to add value to a value permit.						
Cashiers shall be able to view and select which facilities a value permit can be used for when selling a value permit.						
Cashiers shall be able to view and select a sell-on-use third party for eligible value permits.						
Cashiers shall be able to price eligible value permits at the time of sale if authorized to do so.						
Ability to sell day passes on exit or on entry by the lane cashier.						
Record a permit’s effective, issuance, and expiration dates.						
Ability to track prior permits, gate cards, and space assignments.						
Ability to scan a permit’s bar code at point of sale.						
Ability to track gate cards in conjunction with a permit or as a unique permit type.						
Ability to register one or more vehicles to a permit (carpooling).						
Provide the ability to print permits at the time of a sale from a networked or receipt printer (including barcodes and graphics).						
Cashiers in the parking office shall be able to view all available reserved stalls in a selected area when selling a reserved permit.						

Payroll deduction plan for staff. This software feature shall allow for the capture of data concerning individuals choosing to purchase parking permits through a payroll deduction option. It shall also allow for the automatic creation of extensive customer-defined standard reports for printing and sending to various departments and individuals such as Payroll, Auxiliary Accounting, etc.						
Ability to reset the permit fee for monthly billing.						
Ability to backdate permits, assigning a return date earlier than the date the return is processed.						
Unlimited customer-defined permit possession status indicators including active, lost, stolen, and returned.						
Complete tracking and simplified issuance of temporary permits.						
Ability to associate multiple customers to a permit.						
Ability to make monetary adjustments.						
Ability to display permit account balance.						
Population of permits for inventory management.						
Allocation of permits that link to point of sale.						
Extensive notes field (including date of the note, note type, and comments).						
Ability to attach digital pictures or documents to the permit record.						
Display a visual indicator on records with attachments.						
Generate and print permit renewal letters while maintaining an audit trail within the application. Direct access to letter history shall be provided, as well as storing a copy of the letter in the history.						
E-mail permit renewal letters while maintaining an audit trail within the application. Direct access to letter history shall be provided, as well as storing a copy of the e-mail in the history.						
Insert an unlimited number of user-defined fields. Field definitions include data type (date, flag, character, etc.), field title, length of field, etc.						
Administrative users shall be able to clone ranges of permits along with business logic and rules for ranges of permits such as limitations of sale, pricing, valid locations for use, valid customer classifications for purchase, etc.						
Administrative users shall be able to configure the system to require the completion of custom fields from the permit record as part of the permit sale process.						
Administrative users of the application shall be able to define which facilities/lots are available for a selected permit group.						
Administrative users of the application shall be able to give cashiers the ability to select specific facilities/lots previously defined in the selected permit group, when selling an individual permit.						
Administrative users shall be able to configure the application to allow a permit's selected valid facilities/lots (in which the permit is eligible to park) to be changed after the permit has been sold.						
Administrative users shall be able to configure bundles of facilities to accommodate parkers who need permit access						

to a unique set of facilities not configured on a permit number range.						
Administrative users shall be able to configure groups of facilities into 'tiers', designating how many facilities from each tier permits in a given permit group can access.						
Administrative users shall be able to change valid facilities (lots in which the permit is eligible to park) in bulk for all permits in a permit group.						
Administrative users shall be able to configure the system to require permits to be linked to a property and/or a vehicle during permit sale.						
The parking system shall support a process in which permits can be automatically renewed or extended on a regular interval. The renewal process shall include the ability to import payments against the renewed permit. It shall also include the ability to track the payment history for a renewed permit over the entire life of the permit, including all of the renewal payments. The system shall support the use of grace periods for automatically renewed permits, allowing the user of the system to configure the grace period and thus control the number of days granted to customers before their permit is deactivated.						
The system shall support automatic credit card billing for permit auto-extensions and renewals.						
The parking system shall support a process of automatically replacing permits on a regular interval.						
Ability to assign alternative numbers to identify a credential (such campus ID's, municipal employee ID's, AVI tags, hangtags, etc.). These alternate numbers shall grant the parking privileges associated with the credential record when presented at the appropriate parking facility at the appropriate time.						
Ability to use a permit to enter a valid access controlled facility even when the gate is offline with the parking management system.						
The system shall support a 'linkable permit' sales control mechanism to limit the sale of gate cards (typically Prox cards) to parkers who already have active permits.						
Ability to use a credential as a tracked gate card, event pass, or enforced parking permit.						
Ability to search for incidents related to the credential from the credential's record, based on a date range.						
Section - Parking Contracts and Profiles						
The system shall support the creation and management of parking contracts that specify billing, basic usage, overage, and number of spaces (permits) for business customers.						
The system shall support the creation and management of parking profiles, which control (permit) access locations, fee structures, and overages.						
Parking profiles shall be reusable on multiple contracts.						
Parking overages shall be configurable to be billed either to the customer or to the parking patron.						

The system shall support change management on multiple contracts at once.						
The system shall support a parking transaction simulator to test profile setup before deploying.						
The system shall support automated contract billing.						
Customers shall have access to parking contract and profile information online.						
Section - Anti-Passback						
The system shall support the following anti-passback modes:						
Hard passback mode denies access when the entry/exit sequence is broken.						
Soft passback mode allows access when the sequence is broken, but records the access as a passback violation.						
Timed passback mode allows access when the sequence is broken only after a configurable amount of time has passed.						
No passback mode ignores the entry/exit sequence and allows access for any activity.						
The maximum allowed number of soft passes shall be user configurable.						
Passback mode shall be able to be set by credential, facility, facility bundle (a group of facilities set up 'on the fly' for permit sales), or permission group.						
Section - Asset Management and Maintenance						
The parking system shall enable authorized users to inventory and manage property and assets.						
Authorized users shall be able to configure asset categories, departments, locations, zones, and vendors.						
Assets shall be searchable.						
The system shall support a work order lifecycle, displaying statuses such as open, canceled, scheduled, in progress, and complete.						
The system shall support work order assignment management by work category or zone, including automated work order assignment.						
Users shall be able to create work categories for various types of maintenance work to be completed.						
The system shall support maintenance schedule management for assets, groups of assets, and zones.						
Authorized users shall be able to escalate work orders.						
Users shall be able to record maintenance requests (work orders) for assets.						
The system shall be able to communicate asset management information, including work orders and maintenance information, and notes, to and from handheld computers in the field.						
The system shall support notes on assets.						
Section - Facility Management and Capacity Management/Inventory						
The system shall allow for all spaces/stalls managed by the parking office to be inventoried, classified, and allocated to defined facilities, lots, and sub-areas.						

The system shall allow for reports to be generated showing the physical inventoried capacity as compared to audited vehicle counts (occupancy) of any defined facility, lot, or sub-area.						
Ability to view all activity associated with a facility including credentials (if relevant), customers, and parking transaction activity.						
Ability to search all parking transactions within a parking facility within a defined date and time range.						
Ability to refine a facility parking transaction search by exception transaction type or by whether the parking transaction is open or closed.						
Ability to define, configure, and manage entry, exit, and reversible lanes within a parking facility without leaving the facility record.						
Ability to automate reversible lane management via a schedule.						
Ability to manually reverse a reversible lane without affecting its schedule.						
Ability to activate and deactivate a reversible lane schedule without having to edit the lane itself.						
Ability to configure gates to vend for monthly parkers of specified occupancy types even though the lot is deemed full based on occupancy thresholds.						
Ability to link nested facilities within a parking facility.						
Ability to define a parking facility as:						
Access controlled only (available only to credential holders).						
Revenue controlled only (available to only transient parkers).						
Mixed access and revenue controlled.						
Ability to restrict credential or permit sales within a parking facility to a wait list.						
Ability to track all time-stamped, user modifications to a facility object.						
Ability to configure incidents to warn authorized users of specific activities (such as vehicle back-outs, tailgating, etc.) as they take place within a parking facility.						
Ability to search for specific incidents from the facility record based on a date and time range.						
Ability to refine facility incident searches based on incident type.						
Ability to compute a parking facility's current occupancy with an optional breakdown of each space type's current occupancy.						
Ability to configure and enforce at what times during the week a credential is valid to enter and exit a parking facility.						
Ability to configure a facility with a free exit.						
Ability to configure a facility with a flat fee transient pricing schedule.						
The system shall support parking reservation functionality including:						
Ability to reserve guaranteed parking in a facility.						
Ability to define thresholds to avoid oversell in facilities which allow parking reservations.						

Ability to balance transient vs. reserved capacities for optimal space utilization.						
Ability to apply discounts for reservations						
Ability to configure a no-show date/time on a reservation beyond which the reservation is void.						
Ability to process reservations at entry and exit stations, including credit card entry/exit stations, POF/PIL, exit lane cashier stations, and central cashier stations.						
The system shall include the following capacity management and space inventory features:						
Ability to define and configure facilities, lots, garages, decks, and streets in the application (collectively referred to as defined space).						
Ability to break down the defined spaces into smaller sub-areas.						
Ability to group together defined spaces to create collections of defined spaces for reporting.						
Ability to manage an inventory of stalls for each defined space and/or sub-area configured in the application.						
Ability to categorize stall inventory by both stall use and space type.						
The application shall display the number of active permits for a given defined space.						
Users shall be able to manage capacity of permit sales for individual defined spaces.						
Users shall be able to track oversell capacity for each defined space.						
The application shall display to the user the actual (real-time) oversell rate for each defined space.						
Ability to provide lot occupancy analysis in real time.						
The application shall display to a cashier the available reserved spaces for a selected defined space or sub-area.						
The application shall support recording and reporting on vehicle counts for each defined space and sub-area.						
Section - Transient Ticket Capabilities						
Ability to view all objects associated with a transient ticket, including customers (for transactions that require customer information to complete processing, such as ISF's and lost tickets), vehicles, validations, and notes.						
Ability to view all financial activity associated with a transient ticket such as receipts, validation amounts, and validation reasons.						
Ability to view the detailed parking transaction activity associated with a transient ticket.						
Ability to view all objects, financial activity, and parking transaction activity associated with a credit card in/credit card out parking transaction.						
Ability to add processing requirements for any transaction type. Processing requirement options include adding a notes field, adding dual entry for accuracy authorization (common for validation codes or account numbers), supervisor approval field, and customer information fields.						

Detailed audit trail for user activity related to the transient ticket record.						
Provide a brief color-coded summary and direct access to all information and invoices associated with a transient ticket on a single screen. This summary screen shall make use of color schemes and readily identifiable icons. It shall also provide context-sensitive menus.						
Section - Transient Pricing Management						
System shall support multiple transient parking fee structures including flat rate, credit card in/free out, credit card in/credit card out, rolling rates, holiday and special schedules, and others.						
Ability to define a rate structure that accumulates by the day, hour, half-hour, or quarter-hour.						
Ability to quickly define the dollar amount for the user-defined rate structure.						
Ability to define a fee based on ticket type, such as a lost ticket fee.						
Ability to compute a parking fee plus a defined flat fee for a single transaction.						
Ability to define a daily cap for transient fee schedules.						
Ability to configure a grace period (amount of parking time offered for free before charges start accumulating) for parking facilities using a pay-at-exit configuration.						
Ability to configure a lag time (delay for parker to return to vehicle and exit the facility) for parking facilities using a central cashiering configuration.						
Ability to configure transit times (delay for a parker to get to or from a nest from the parent facility) for nested transient facilities.						
Ability to configure the transient fees to calculate off a calendar day (i.e. resume fee accumulation at midnight) or off a rolling 24 hour period.						
Ability to add a detailed transient pricing schedule that allows for user-definable price increments for complex transient pricing structures.						
Ability to apply taxes to transient fees to comply with local statutes and laws.						
Section - Validation Management						
The system shall provide the ability to set up and manage validations to provide discounted parking to transient parkers.						
The system shall support encoded validations, paperless validations, barcode validations, and printable, non-barcode validations.						
Paperless validations shall be able to be applied, via an external web application, to transient parking transactions without the use of a chaser ticket.						
Barcode validations shall be usable at pay-in-lane, pay-on-foot, credit card exit stations, and both central and lane cashier stations.						
Printable, non-barcode validations shall be usable at both central and in-lane cashier stations.						
The system shall provide the ability for external users (parkers) to print barcode and printable non-barcode validations from a public web site.						

The system shall provide the ability for external organizations (third parties) to issue and manage paperless and barcode, and printable non-barcode validations from an online application.						
The system shall provide the ability for external organizations (third parties) to be set up as "pre-pay" customers who must have an amount on deposit with the parking organization in order to issue online, barcode, or printable non-barcode validations.						
The system shall provide the ability for external organizations (third parties) to be set up as "invoice" customers who may issue online, barcode, or printable non-barcode validations. without having to put an amount on deposit, but rather can be invoiced for the validations issued at a later date.						
Functionality shall include:						
Ability to set rates by flat rate, percent of parking fee, full value, and time increment discounts.						
Ability to disallow multiple validations on the same transient ticket.						
Ability to configure validations for unlimited number of uses within a specified date range.						
The system shall provide a brief color-coded summary and direct access to all information and invoices associated with a validation on a single screen. This summary screen shall make use of color schemes and readily identifiable icons. It shall also provide context-sensitive menus.						
Section - Incident/Alarm Monitoring and Reporting						
The system shall record every incident (any activity - entries, exits, device, configuration, status changes).						
Any incident shall be able to be selected to alarm.						
Alarms shall be able to be set to high, medium, or low priority.						
Alarms shall have 4 status levels: new, opened, respond, close.						
The system shall record the user that opened, responded, and closed the alarm.						
A personal alarm inbox feature shall allow each user to select which incidents they want alarmed. The alarms shall remain in the personal inbox until they are removed by the user.						
Section - Occupancy Monitoring						
The system shall display occupancy counts by user defined occupancy type.						
Occupancy shall be determined by entry and exit activity. Each entering vehicle shall subtract a count of one from number of available spaces. Each exiting vehicle shall add a count of one to number of available spaces. Directional logic shall be installed so that a vehicle entering an area through an entrance lane or through an exit lane shall be counted as an inbound vehicle. Vehicle exiting an area through an exit lane or through an entrance lane shall be counted as an outbound vehicle.						

Ability to record the total number of parking spaces within areas shall be field programmable. Number of available parking spaces within each area shall be tracked and displayed. Anti-coincidence packages shall be provided which accurately monitor entering and exiting traffic that may occur simultaneously.						
Ability to define each area with two programmable thresholds. One threshold shall be used to trigger "full status". A second threshold shall be used to trigger "open status". The software shall allow for manual overriding of "full status" of each area.						
Ability to configure gates to vend for monthly parkers of specified occupancy types even though the lot is deemed full based on occupancy thresholds.						
Ability to disable ticket dispensers at entry lanes when a facility is full. Full status operation shall be capable of being overridden.						
Ability to maintain and display separate counts for each parking facility, gated lot, gated floor or gated zones within a facility, each with total occupancy or spaces available, total RCS and ACS occupancy and total RCS and ACS spaces available.						
Ability to maintain the entry and exit counts per lane by user defined occupancy type.						
Ability to maintain counts of each lane's illegal entries and exits.						
Section - Parking Transactions						
Ability to view each individual parking transaction that takes place in a parking facility.						
Ability to view the transient ticket, facility, entry lane, and exit lane associated with the parking transaction.						
Ability to view the credit card in/credit card out information, facility, entry lane, and exit lane associated with the parking transaction.						
Ability to view the permit/credential, customer, facility, entry lane, and exit lane associated with the parking transaction.						
Ability to determine any exception transactions associated with the parking transaction.						
Ability to review the parking duration, entry date, exit date, parking type, and status of a parking transaction.						
Ability to attach notes to any transient type.						
Ability to attach customer information requirements to any transaction type.						
Ability to set a threshold for each transaction type such that supervisor approval is required to complete the transaction.						
Ability to display past occurrence on the cashier station for selectable transaction types based on a selectable field, such as a driver's license number.						
Ability to set permits to neutral at the facility level remotely, closing parking transactions depending on a variety of criteria including all, including nests, overrides, and permits in facility.						
Section - Equipment Activation						
Ability to lower, raise, lock, unlock, and vend gates remotely.						

Ability to record user, date, time, and location that activated equipment options.						
Ability to require comments before allowing user to vend a gate.						
Ability to open and close lanes remotely.						
Ability to take equipment offline and online remotely.						
Ability to schedule equipment activity based on day of week and time of day. Changes to the schedule are recorded in the system and include the user, date, time, and description of the change.						
Ability to record successful action on scheduled items.						
Section - Device Monitoring						
Ability to provide continuous monitoring, recording, reporting and alarming for PARCS devices including gates, pay-on-foot stations (automated pay stations), credit card entry stations, credit card exit stations, and attended cashier stations.						
Ability for each entry lane to indicate and display lane status (open or closed), gate failure, gate up, low-ticket supply, ticket in throat, illegal exit - reverse direction through lane, and backout activity.						
Ability for each exit lane to indicate and display lane status (open or closed), gate failure, gate up, low-ticket supply, ticket in throat, illegal exit - reverse direction through lane, and backout activity.						
Ability to display device online/offline status with the parking management system at multiple levels (i.e. enterprise, facility, and device.)						
Ability to display non-resettable counts for lanes and for in-lane POS stations.						
Ability to track and limit monitoring activities back to specific users.						
Support device status logging for troubleshooting and support purposes.						
Support security firewall and programmatic defense for replay and denial of service attacks.						
Section - Device Communication Software						
Shall facilitate management and monitoring of lanes and POS stations (excepting attended cashier stations) in either a self-hosted or remotely hosted network environment, and be able to communicate over either a LAN or a WAN.						
Shall be able to be installed and run at three levels: enterprise, facility, device.						
Shall be able to run as either a Windows application or a Windows service.						
Shall facilitate on-line, real-time communication between field hardware devices (i.e. lane equipment and POS stations) and the database. Transactions shall be reported to the database immediately.						
Shall create a transaction log. If a communication failure were to occur, the devices shall either continue to operate in off-line mode and store transactions, or include system redundancy to ensure availability of transaction data upon restoration of the database.						
Shall support secure credit card data exchange for transaction approval.						

Section - Pay-on-Foot Station						
System shall support the use of a pay-on-foot machine for transient parkers.						
Pay-on-foot machine shall be able to be deployed either in-lane (i.e. pay-in-lane) or centrally.						
Central pay-on-foot shall be able to be deployed for single facilities and for multiple facilities.						
Pay-on-foot machine shall be able to process credit card payments in both real time and offline modes.						
Pay-in-lane machine shall be able to support credit card in/credit card out functionality.						
Pay-on-foot machine shall be able to support either U.S. or Canadian coins and bills.						
User defined ticket formats – the software shall allow authorized users to design custom ticket print formats.						
System shall support the ability to configure pay-on-foot station software remotely.						
System shall support the ability to update pay-on-foot station software remotely.						